

SURVEY:

HEALTHCARE EMPLOYEES AND PATIENTS FEEL SAFER WITH ARAMARK

FEEDBACK FROM EMPLOYEES. PATIENTS AND GUESTS



Cleanliness awareness is at an all-time high. By continuously collecting feedback from healthcare employees and patients, cleaning and safety processes are continuously improved — which is making everyone feel safer.

Our ongoing Voice of the Consumer surveys give Aramark access to the latest opinions of the people who matter most. Regarding safety, consumers are telling us they want to know that spaces they work and seek healthcare in are clean and safe.

Here's how Aramark ranked.



98% felt Aramark met or exceeded safety expectations



85% felt Aramark met or exceeded cleanliness

Top Concerns in Healthcare Facilities

Overall, healthcare workers and patients are concerned about a wide range of cleanliness and safety issues, including:



Actively Cleaning



Mask Wearing



Too Many People in a Space



Cleanliness of Facilities

Exceeding Consumers' Expectations

Here are just a few of the ways Aramark has met or exceeded healthcare workers' and patients' expectations for cleanliness and safety in healthcare settings.



Said we were providing a clean and safe environment



96% Providing social distancing spacing and directional signage



93% Visible cleaning and sanitizing of hightouch surfaces



Providing clear instructional signage on new policies and protocols

93%



Offering more to-go options in dining services



Deploying customizable dining options via staffed stations



Providing alternative contactless order pick-up options



Offering alternative contactless ordering processes

Multiple Innovations Back Up Our Safety Protocols Our stellar consumer survey results can be attributed to our rapid action and laser-like

focus in addressing the COVID-19 pandemic. In response, we redesigned many of our cleaning, safety and dining protocols — including expanding our use of leading-edge technologies to combat the virus and ensure employees and patients feel safe in the healthcare operations we manage, including these:



This system uses advanced products and processes to create clean environ-

Deep Cleaning with SpaceCare QL+

ments and instill occupant trust.



Automation and AI provide faster cleaning with greater efficiencies and safety.

Cleaning Robots



Automated prep and delivery bring made-to-order options directly to

Food Prep and Delivery Robotics

customers. **Mobile Ordering Solutions**



Computer vision makes checkout easy and safe.

Contactless Technology



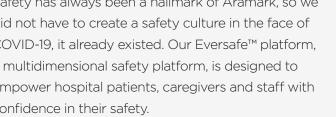
confidence.

Improves safety and consumer

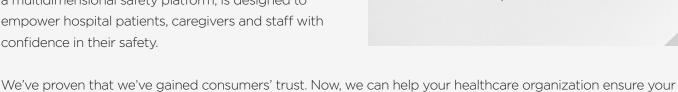
Are Your Hospitals Exceeding Safety

Expectations? Safety has always been a hallmark of Aramark, so we

did not have to create a safety culture in the face of COVID-19, it already existed. Our Eversafe™ platform, a multidimensional safety platform, is designed to empower hospital patients, caregivers and staff with confidence in their safety.



employees and patients feel safe and secure, too. Contact us today to discuss the best way to create a safety-conscious environment in your facilities.



eversafe...

